

Customer Service Annual Report

Fiscal Year 2018

*\$1.5 Billion in Minority Business Enterprise Awards
\$170 Million in Funding for Statewide Programs
500 Thousand Victims Assisted
1 Million Food Kits Distributed
3,000+ Backpacks Donated
2 Million Volunteer Hours Served
\$4.6 Million+ in AmeriCorps Grants
120+ Programs Funded in FY2019
\$20 Million Awarded to Local Management Boards
#1 Open Data Portal in the Nation
85% of Marylanders Satisfied with Customer Service
Helped Launch Statewide 911 Text Service
1st in the Nation to Host Deaf Business Summit
15,000 Businesses Served*



Governor, Larry Hogan
Lt. Governor, Boyd K. Rutherford
Senior Executive Director Patrick Lally

Governor's Office for Children
Governor's Office of Community Initiatives
Governor's Office of Crime Control and Prevention
Governor's Office of the Deaf and Hard of Hearing
Governor's Office of Performance Improvement
Governor's Office of Service and Volunteerism
Governor's Office of Small, Minority and Women Business Affairs

Mission Statements

The Governor's Coordinating Offices inform, communicate, and implement services, programs, and policy initiatives across the state on behalf of the administration. Consisting of seven unique offices using a shared services model to save taxpayer money, each Coordinating Office has a specific mission.

Governor's Office for Children

The Governor's Office for Children promotes the well-being of Maryland's children, youth, and families through data-driven policies and collective action.

Governor's Office of Community Initiatives

To serve as a coordinating office for the governor that connects Marylanders to economic, volunteer, and human service opportunities through government, business, and nonprofit partners.

Governor's Office of Crime Control and Prevention

To serve as a coordinating office for the governor that advises the governor on criminal justice strategies that advance public policy, enhance public safety, reduce crime and juvenile delinquency, and serve victims.

Governor's Office of the Deaf and Hard of Hearing

To serve as a coordinating office for the governor that promotes equal access and the general welfare of Deaf and hard of hearing Marylanders by addressing policy gaps, providing expertise, and facilitating access to resources.

Governor's Office of Performance Improvement

To serve as a coordinating office for the governor that uses data-driven analysis supporting the governor's initiative to make state agencies more responsive, effective, and accountable.

Governor's Office on Service and Volunteerism

To serve as a coordinating office for the governor that funds AmeriCorps State programs supporting disaster services, economic opportunity, education, environmental stewardship, healthy futures, and veterans and military families in Maryland.

Governor's Office of Small, Minority and Women Business Affairs

To serve as a coordinating office for the governor that connects small businesses, including those owned by minorities and women, to greater economic opportunities.

Letter from the Senior Executive Director

Governor Hogan:

It is my pleasure to present the 2018 Customer Service Report for the Governor's Coordinating Offices. Herein are the individual reports for the seven offices: Children; Community Initiatives; Crime Control and Prevention; Deaf and Hard of Hearing; Performance Improvement; Service and Volunteerism; and Small, Minority, and Women Business Affairs.

The Coordinating Offices continues to promote and advance exemplary customer service. All of its staff has received formal, in-person customer training. As new staff members join our team, we ensure that they receive training early in their tenure and fully understand the high customer service standards and expectations of your administration.



The Governor's Office of Performance Improvement leads the Governor's Customer Service Initiative for the State of Maryland. Throughout the year, this office partners with each of our Coordinating Offices to track performance data and customer reviews to allow for continual improvement in addressing service goals and providing Marylanders with exemplary customer service.

We look forward to another productive year in furthering the commitment to customer service excellence.

Thank You,

A handwritten signature in black ink that reads "Patrick J. Lally". The signature is written in a cursive, flowing style.

Patrick J. Lally
Senior Executive Director
Governor's Coordinating Offices

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Executive Summary

The Governor's Coordinating Offices have a mission to inform, communicate, and implement the Governor's policies and initiatives. The Governor's Coordinating Offices consist of:

- Governor's Office for Children
- Governor's Office of Community Initiatives
- Governor's Office of Crime Control and Prevention
- Governor's Office of the Deaf and Hard of Hearing
- Governor's Office of Performance Improvement
- Governor's Office on Service & Volunteerism
- Governor's Office of Small, Minority & Women Business Affairs

In June 2016, Maryland Governor Larry Hogan launched the Governor's Customer Service Initiative to set a new standard across all state agencies that has transformed the culture of Maryland government and dramatically improved how we serve our fellow citizens, employers, and partners.

“Marylanders expect the best possible customer service from their state government, and that is exactly what they deserve.” – Governor Larry Hogan

The Governor's Coordinating Offices places high value on the overall customer experience, and therefore our staff listen, learn, and implement new approaches based on the feedback we receive from Marylanders. We collect this feedback from various portals to include: events we host and participate in, surveys, written correspondence, one-on-one interactions with customers, councils and boards, as well as groups we facilitate. We use this feedback to strengthen programs and services, adjust strategies to meet the needs of our customers, improve processing times for back office operations, and streamline more efficient infrastructure through shared services. Also, all staff are required to attend formal customer service training. The results have been clear, as time and again we have seen steady improvement in delivering a better customer experience that aligns with Governor Hogan's mission to continue *Changing Maryland for the Better*.

We are proud to share this Fiscal Year 2018 (FY18) Customer Service Annual Report. This year's report provides a consolidated view of the individual and collective progress made by each of the Governor's Coordinating Offices to improve the customer experience for Marylanders.



Figure 1. The Customer Service Promise is prominently displayed to reinforce our focus on the customer experience

Customer-Centric Programming

Governor's Office for Children

The Governor's Office for Children customers include Local Management Boards (LMBs), state agencies, children, youth, and families in Maryland. Through daily interaction with the 24 Local Management Boards, one in each county and Baltimore City, the Office for Children empowers LMBs to serve as a coordinator for local child and family services that brings together child-serving agencies, child providers, families, and community representatives to set priorities that best address the needs of their communities.

The Governor's Office for Children also delivers customer service by measuring outcomes for children and families, and communicating results through the Maryland Child Well-Being Scorecard. The Scorecard tracks 28 key performance Indicators that measure progress in achieving goals in 8 Results areas.



In FY18, the Office for Children distributed \$19.1 million in grant funding to LMBs, was selected by the National Governor's Association as a "model state" for improving the well-being of children and families, and participated in over 300 events. Customer-focused events hosted by the Office for Children:

- Monthly LMB Meetings
- Results Based Leadership Collaborative
- Racial equity training
- Board development training
- Training and technical assistance on evidence-based practices and model interventions



Figure 2. Governor Hogan with the Maryland Youth Advisory Council at the Governor's Office for Children Annual Ice Cream Social. The event brings together customers, staff, state agencies, state legislators, youth leaders, and LMBs

Results Areas

Babies Born Healthy

Healthy Children

Children Enter School Ready to Learn

Children are Successful in School

Youth Will Complete School

Youth Have Opportunities for Employment or Career Readiness

Communities are Safe for Children, Youth, and Families

Families are Safe and Economically Stable



Figure 3. LMB training at the Governor's Coordinating Offices' Conference Center

Governor's Office of Community Initiatives

The mission of the Governor's Office of Community Initiatives is to serve as a coordinating office for the governor that connects Marylanders to economic, volunteer, and human service opportunities through government, business, and nonprofit partners. The Governor's Office of Community Initiatives customers are all Marylanders, as their outreach efforts encompass the state, to include various ethnic groups and faith communities.

The Office of Community Initiatives helps strengthen Maryland communities in many ways including disaster recovery, faith-based outreach, school supply donations, clothing & food donations, celebrating diversity, protecting national treasures, and many more. Within the office are eight ethnic and cultural commissions, the inter-faith office, the Governor's Office of Service and Volunteerism, and Volunteer Maryland. These offices work collaboratively to address customer needs across Maryland's diverse population. The ethnic and cultural commissions and the inter-faith office connect diverse ethnic, immigrant, and faith-based constituencies with state agencies as well as to the governor's initiatives and resources.

*Commissions Administered by the
Governor's Office of Community Initiatives*

African Affairs
Asian Pacific American Affairs
Caribbean Affairs
Hispanic Affairs
Middle Eastern American Affairs
South Asian American Affairs
*Maryland Commission on African American
History and Culture*
Maryland Commission on Indian Affairs

Governor's Office on Service and Volunteerism

The Governor's Office on Service and Volunteerism recognizes volunteers who make a positive impact in Maryland every day, advocates for effective volunteer program management, and grants funding to 20 State programs of more than 1,000 AmeriCorps members who build lasting volunteer infrastructures. In FY18, over 100,000 Maryland volunteers were recognized by the Governor's Office through activities and services provided by the Office on Service and Volunteerism.

Volunteer Maryland

Volunteer Maryland helps meet the needs of Maryland's volunteer community by placing AmeriCorps members into nonprofit organizations, schools, and government agencies throughout the state to serve as Volunteer Maryland Coordinators - bridging the gap between communities facing critical problems and citizens who want to volunteer to solve those problems.



Figure 4. The Maryland AmeriCorps program is a best practice example of proactive engagement to improve the customer experience

In FY18, the Governor's Office on Community Initiatives participated in over 725 events to address the needs of communities, including those served by the ethnic and cultural commissions. Some include:

African Heritage Month Celebrate Africa Gala & Health Symposium
American Indian Heritage Day
Asia Pacific American Heritage Month
Asian American Heritage Month
Atlantic National Service Training Conference
Backpack Drive
Bay City Tree Restoration Project
Black History Month Celebration at Government House
Black History Month Community Leader Awards
Chesapeake Cowboys at Nick's Fish House
Day to Serve
Diwali Festival of Lights
Doing Business with Peru Workshop
Ethnic Commissions Joint Legislative Night
Export Import Bank Symposium
FEMA Meal Kit Distribution
Frederick Douglass Community Day
Frederick Douglass Youth Conference
Governor's National Day of Prayer Breakfast
Governor's Service Awards
Hanukkah Brunch
Hispanic Heritage Month
Holiday Turkey Giveaway
Interfaith Domestic Violence Conference
International Women's Day Forum
Korean American Day
Lunar New Year at Government House
Pawject Runway
Ramadan Celebration
Ready Set Grow - Hispanic Business Owners
Republic Day of India
Small Business Outreach Open House
TBT Basketball Tournament/Day of Giving
Traveling Vietnam Memorial Wall
Volunteer Appreciation Month
Winter Holiday Gift Giveaway



Figure 6. The Governor's Office of Community Initiatives administers the Day to Serve Program for volunteers throughout the state government to serve in their communities



Figure 5. Executive Director Steve McAdams announcing winners of the Governor's Citation for Community Service at the Mid-Shore Cabinet Meeting in Cambridge, MD

Through these events and interactions, the Governor's Office of Community Initiatives serves as a resource to Maryland citizens, providing a critical link to services to improve communities.

Customer service is also measured by the many positive results we observe in our communities through the activities of the Governor's Office of Community Initiatives that link citizens to needed resources statewide.

Governor's Office of Crime Control and Prevention

The Governor's Office of Crime Control and Prevention customers include law enforcement organizations throughout the state, as well as victim services and community programs, opioid addiction, enforcement, treatment, and prevention, Justice Reinvestment Act initiatives, and more. In FY18, the Governor's Office of Crime Control and Prevention awarded nearly 800 grants totaling more than \$117 million which includes nearly 300 grants to unique organizations. Programming includes:

- \$5 million in grants for crime victims
- Passage of legislation in the 2018 session to establish a Victim Services Unit designed to improve compensation for crime victims
- Implementation of the Justice Reinvestment Act
- \$3.5 million in grants to reduce violence
- \$2.5 million in grants for children and youth
- \$40,000 in grants for Deaf crime victims
- 2018 Maryland Crime Victims' Rights Conference
- Handle with Care launch and training
- Release of New Healthy Teen Dating Guide
- \$2 Million in state grants to protect children from Internet Crimes
- Funding to provide electronic tablets to inmates
- Nearly \$80 Million in VOCA grants
- Funding to track heroin and opioid activity
- Awards for sex offender compliance and enforcement efforts
- \$3 million in funding from the federal Edward J. Byrne Memorial Justice Assistance program for the prevention and reduction of crime and violence
- \$4 million to disrupt violent gangs and criminal networks through the Maryland Criminal Intelligence Network
- Interdisciplinary efforts to combat human trafficking
- Statewide Expansion of Handle With Care

*\$117 Million in
Grants
Distributed*

*800 Grants to
300 Unique
Organizations*



Figure 7. Click the graphic to link to the Opioid Prevention, Treatment, and Recovery website

Governor's Office of the Deaf and Hard of Hearing

The Governor's Office of the Deaf and Hard of Hearing customers are the approximately 1.2 million Deaf and hard of hearing Marylanders and business owners.

The Governor's Office of the Deaf and Hard of Hearing promotes the general welfare of Deaf and hard of hearing individuals in Maryland by addressing policy gaps, providing expertise related to Deaf and hard of hearing issues, and facilitating the ability to access resources and services.

The Office believes that all Maryland citizens who are Deaf or hard of hearing should have equal and full access to resources, services, and opportunities for participation in all aspects of community life through the provision of appropriate accommodations.

The Office is a policy coordination office of the governor that is focused on advocating and coordinating the adoption of public policies, regulations, and programs. The current policy priorities of the Office include the following:

- Expansion of the Deaf Ecosystem to support current and aspiring Deaf and hard of hearing business owners in the aim of increasing economic empowerment by reducing underemployment and unemployment
- Development of a policy framework to address fraudulent and unqualified interpreters
- Collaboration with state services and programs to improve efficiency and quality of services
- Supporting the implementation of Text-to-911

New Maryland system will allow 911 requests via text messages



Figure 8. The Governor's Office of the Deaf and Hard of Hearing utilizes its strong presence on Facebook to engage customers

Governor's Office of Performance Improvement

The Governor's Office of Performance Improvement co-leads the Governor's Customer Service Initiative for the State of Maryland. Its customers are all state agencies and the Governor's Coordinating Offices. This includes administering the Governor's Feedback Survey for constituents to provide feedback about their experiences interacting with state agencies. In FY18, over 20,000 responses from Marylanders were received through the survey. Responses that include action items are routed through a workflow matrix to state agencies so the proper contact can take action and follow up with constituents.

The Governor's Office of Performance Improvement is on-call to any state agency in need of assistance for performance improvement to help implement back office systems that translate into improving the customer experience. This is accomplished through multiple performance improvement workshops, cross-agency events, performance reviews, and administering intranet portals and datasets. For example, this office curates the Customer Service Portal as a resource for customer service best practices. In FY18, approximately 200 Maryland employees from over 40 agencies accessed the Portal with over 7,000 page views.

The Governor's Coordinating Offices also curates the Maryland Open Data Portal. Ranked as the [#1 Open Data Portal in the Nation by the Center for Data Innovation](#), the Portal contains ~1,000 datasets of state and partner data available to the public.

Examples of how the Office is working with agencies to improve the customer experience:

- Improving the timeliness for inspectors to follow up on nursing home complaints at the Office of Health Care Quality
- Streamlining processes to improve the timeliness of processing birth and death certificates at the Vital Statistics Administration
- Cross-agency collaboration to improve the customer experience. For example, working with the Department of Natural Resources to enable Marylanders to register boats and boat trailers at the Motor Vehicle Administration
- Facilitating customer service training



Figure 9. Click the logo to go to the Governor's Customer Service Initiative Website

Events Hosted

*Customer Service Workgroups
Maryland Open Data Council Meetings
Lean Training
Project Management Workshop
Performance Measures Training
Advanced Microsoft Excel Class
Analytics User Group Monthly Meetings*

Events Participated In

*Maryland Association of Counties
Open Data Roundtable
University of Maryland
National Governor's Association
Big Data Boot Camp
Results for America 'What Works States' Initiative
Pew Charitable Trusts – Regulatory Performance
Keynote at the Government Performance Summit*



Figure 10. Governor's Office of Performance Improvement Director Mike Morello facilitating customer service training

Governor's Office of Small, Minority & Women Business Affairs

The Governor's Office of Small, Minority & Women Business Affairs serves the entire small business community, including those firms owned by minorities and women.

Maryland is home to over 580,000 small business, and is ranked #1 for minority and women business ownership in the nation ([by Paychex](#)). They play a vital role in changing Maryland for the better and are mission-critical to improving the Maryland economy and growing jobs, consistent with Governor Hogan's priorities. In FY18, this office participated in nearly 200 events serving nearly 20,000 business owners and entrepreneurs.



Figure 11. Ready, Set, GROW! events deliver a great customer experience, with a 96% satisfaction rating

The Governor's Office of Small, Minority & Women Business Affairs provides networking, training, and resources to its customers. The two core components of the outreach program - the Ready, Set, GROW! Procurement Connections Workshop and the Technical Training Classroom - reach approximately 200 small business owners and entrepreneurs each month. Online resources include the state's annual procurement forecast and connections to financial/lending programs, business resource groups, and technical assistance programs. For example, tutorials on how new and existing small businesses register and search opportunities on eMarylandMarketplace, the state's procurement website. In addition, 1-on-1 technical assistance is offered by phone and email between customers and Governor's Office of Small, Minority & Women Business Affairs staff.



Figure 12. The Governor's Office of Small, Minority & Women Business Affairs works with agencies to connect small businesses to online tutorials and FAQs

Timely and Responsive

The Governor's Customer Service Initiative includes the principles of timely and responsive service. The Governor's Office of Small, Minority & Women Business Affairs receives high call volumes that often require lengthy conversations with business owners. To that end, the Office has performance targets to respond to customer inquiries within 24 hours. In addition, this office collects customer service data at all hosted outreach events. The Office has a 96% customer satisfaction rating.

Feedback and Survey Results

Close to 1,000 responses to the Governor's Feedback Survey were provided to the Governor's Coordinating Offices, an average of 12 per week. We utilize this feedback to improve products and services, and follow up with constituents with actions items in order to provide great customer service. That is reflected in the 93% satisfaction rating from the feedback received.

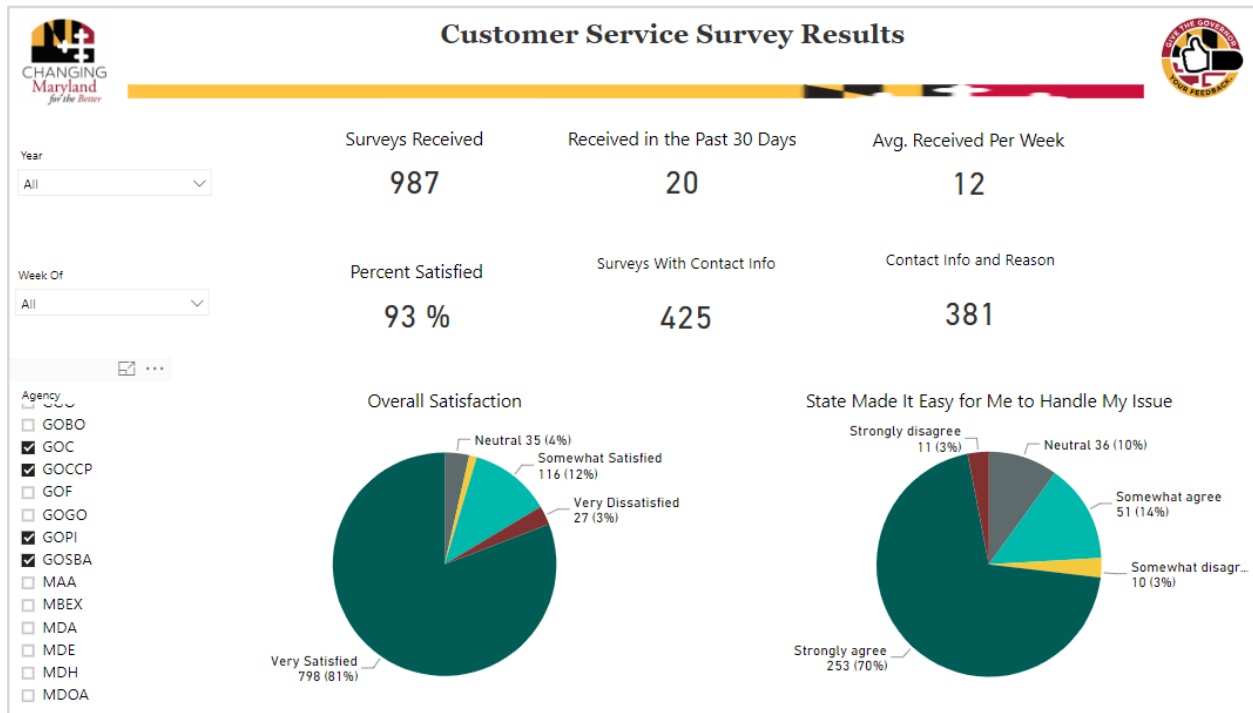


Figure 13. Click the chart to link to more about the Governor's Customer Service Survey

In addition to the ~1,000 responses received from the Governor's Feedback Survey, the Governor's Coordinating Offices pass out surveys at various events and collect constituent feedback. For example, at the Governor's Office of Small, Minority & Women Business Affairs, the Ready, Set, GROW! events have a 96% Customer Satisfaction rating.

The Office for Children conducts an annual survey with the 24 Local Management Boards with highlights to include:

- 100% - satisfied with the quality of information the Office shared with them.
- 98% - found the trainings and technical assistance offered by the Office to be valuable.
- 94% - satisfied with the range of topics covered and number of trainings provided.
- 97% - satisfied with the timeliness of staff responses to inquiries or requests for assistance.
- 93% - felt that their interactions with the Office staff were helpful and supportive.

Communications and Social Media

The voice of the customer plays a central role as the Hogan Administration seeks active, meaningful communication among Marylanders, business owners, and the Governor's Coordinating Offices – which include seven unique divisions. Each office nurtures its own communications outlets, tailored for their specific audiences. The Governor's Coordinating Offices Director of Communications leads the communications efforts across the offices with a team of communications outreach staff. This integrated approach ensures a unified message is communicated by and through all of the Coordinating Offices, consistent with Hogan Administration priorities that will help change Maryland for the better.

For example, in FY18, collaboration between the Governor's Coordinating Offices on the announcement of funding for a statewide Text-to-911 capability went viral by using a coordinated approach to communications. The week this messaging was disseminated, the Facebook post alone received over 3,500 shares, over 272,000 impressions, and close to 40,000 engagements across all Coordinating Offices pages. This type of collaboration on communications helps to ensure that all Marylanders are proactively reached through multiple media channels to learn about valuable services like Text-to-911.

In addition, given the active digital landscape and its potential for influence, the Governor's Coordinating Offices are proud to have engaged citizens on Facebook with over 2 million impressions during FY18, with an average of 18 shares every single day. Finding many citizens connect online, the Governor's Coordinating Offices created a video that is now shared across all office YouTube and social media pages. This video outlines the Hogan Administration's vision, purpose, and community involvement for the Governor's Coordinating Offices. Finally, the Governor's Coordinating Offices also launched a new, unifying website that provides resources to Marylanders with links to all of the Coordinating Offices websites in one convenient place.



Figure 14. Click the graphic to watch the Governor's Coordinating Offices video on YouTube

Social Media and Website Traffic Statistics

The Governor's Coordinating Offices strive to deliver timely and consistent messaging through social media about its services, resources, events, and alerts. Communications professionals prepare targeted messages and use analytics to improve the consistency and timeliness of the customer experience.

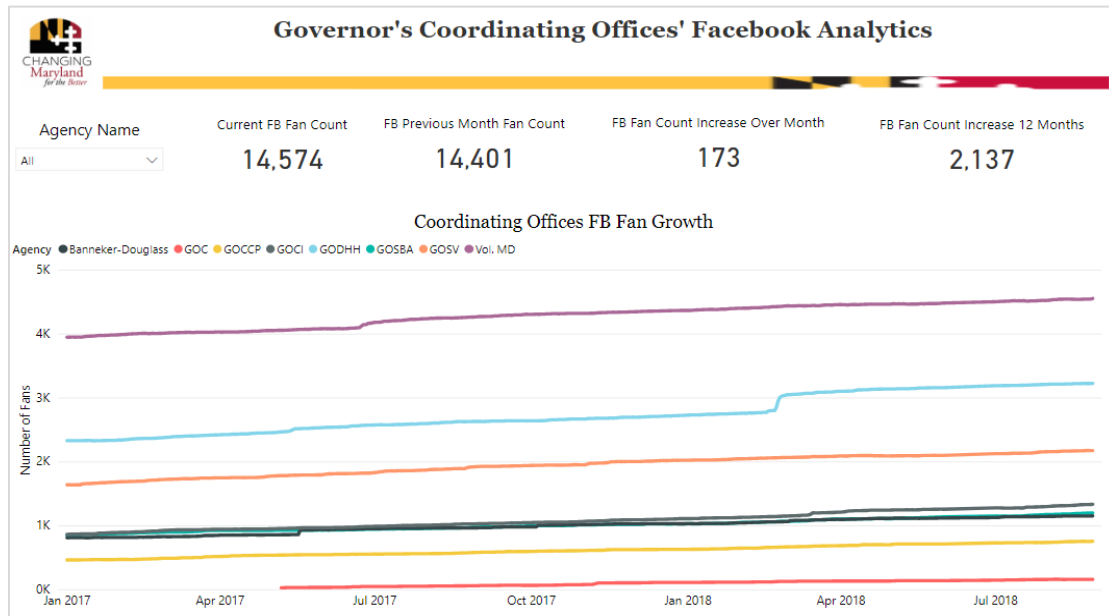


Figure 15. The Governor's Coordinating Offices are attracting new Facebook followers to its page every month by providing timely, consistent, valuable content about its services and alerts

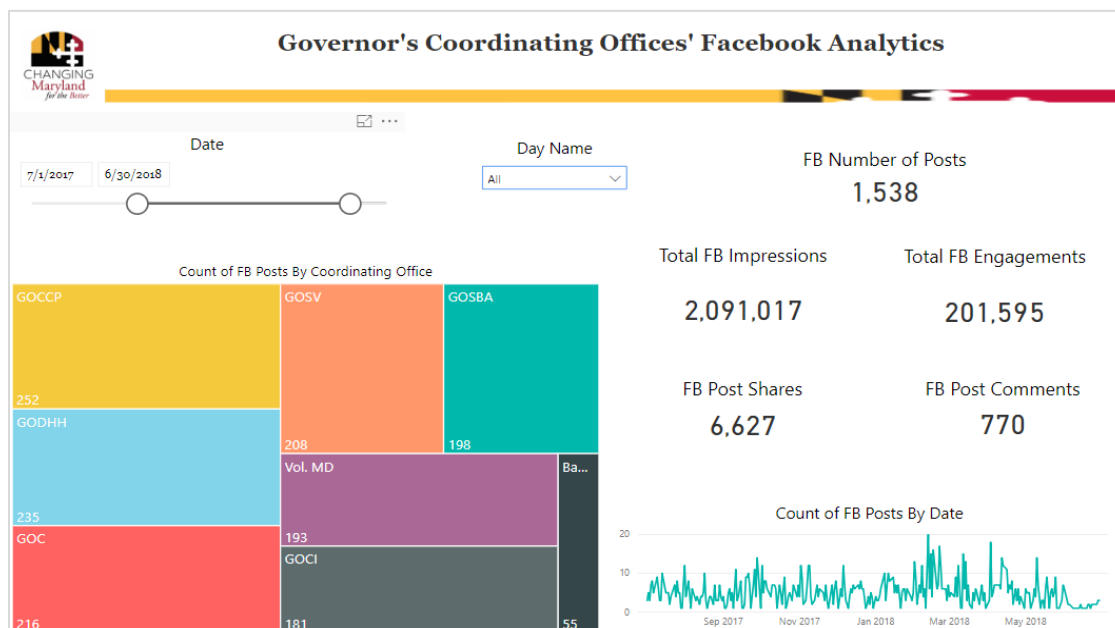


Figure 16. The Governor's Coordinating Offices Facebook Pages statistics for FY18 demonstrate activity, reach, and engagement through social media

Twitter Analytics also show a demonstrated effort by the Governor's Coordinating Offices to reach Marylanders.

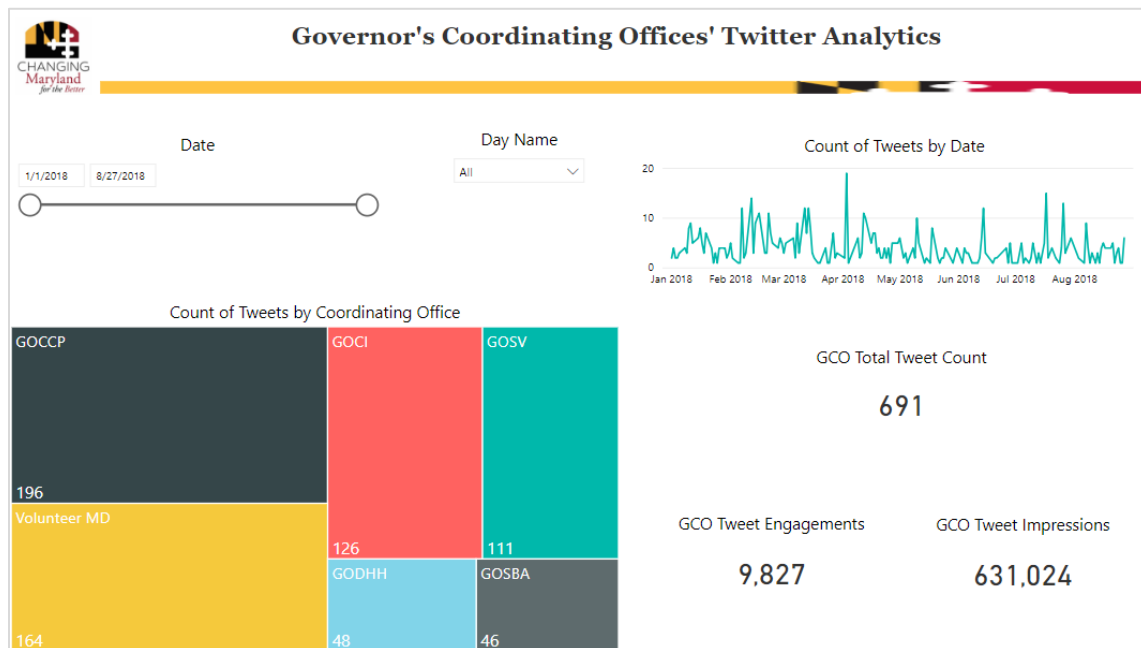


Figure 17. Twitter Analytics for FY18 show tweet counts, engagements, and impressions

The Governor's Coordinating Offices also utilize analytics from website traffic to help understand the customer experience from the perspective of how to drive traffic to the intended webpages. Our websites had over 300,000 Unique Pageviews in FY18.

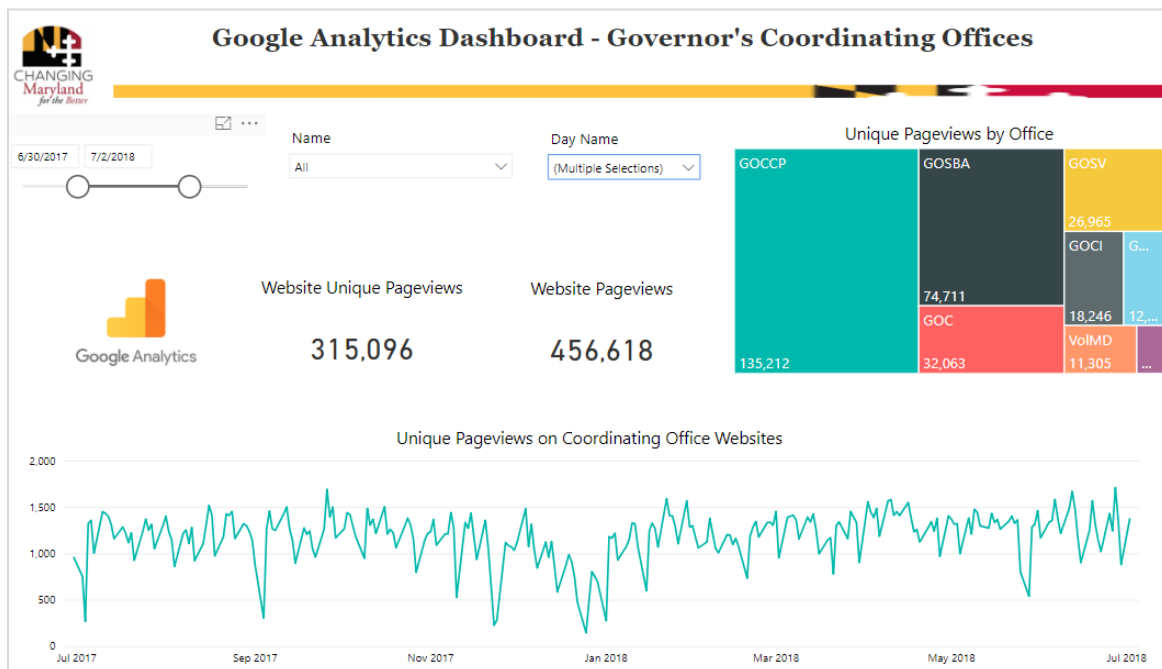


Figure 18. Google Analytics provides customer reach and engagement data with Web pages

Highlights of Social Media Posts

This section includes screenshots of engaging social media posts from every office.

Maryland Governor's Office for Children
Published by Kim Malat [?] · August 29 at 1:27 PM · 🌐

The Cecil County Local Management Board is #ChangingMarylandfortheBetter, starting in their own community! #LocalManagementBoards
https://www.cecildaily.com/.../article_2dad5829-dd94-564a-8ce...



CECILDAILY.COM
Back to School Jam turns Hollingsworth Manor to the future
ELKTON — For a few hours on Friday night, Hollingsworth Manor residents...

Maryland Governor's Office for Children is with Kim Malat and 2 others.
Published by Heather Epkins [?] · August 1 · 🌐

Thank you, National Governors Association, for a great morning of substantive discussion for the Cross-Sector Collaboration Learning Lab as we seek to best address the health and success of children and families.

Pictured below, Governor's Office for Children Staff (L to R): Policy Analyst Chris Miele, Acting Executive Director, Jaclin Warner Wiggins, and Deputy Director, Kim Malat.




Since 1978, the Governor's Office for Children and the Children's Cabinet have worked to ensure that Maryland's children, youth and families can flourish and achieve their potential. This year's Data Book supports that - Maryland is #14!

We bring together senior officials from State Agencies, community organizations, and local jurisdictions to overcome barriers and establish clear outcomes for improving the lives of children, youth, and families across the State. #Wellbeing


Maryland Governor's Office for Children
Published by Kim Malat [?] · July 18 · 🌐

Christina Drushel Williams, Senior Policy Analyst at the Governor's Office for Children has completed the Advancing Youth Development (AYD): A Curriculum for Youth Development Practitioners training course. This nationally-acclaimed, 4-day intensive course is designed for those who work directly with youth, ages 10 to 24, in school, community and faith-based settings. During the course, participants learn the necessary tools and skills to better engage and support youth by I... [See More](#)



Annie E. Casey Foundation
June 26 · 🌐

For nearly 30 years, the Data Book has looked at child well-being. Learn how kids in your state fare in Casey's trusted annual rankings. Download the report.



[READ TODAY](#)

for Children shared a post.
6 at 11:04 AM · 🌐

Governor Larry Hogan has announced that \$6 million in funding is available for local school systems to enhance school safety through training, safety assessments, information sharing, and more.

Check out the inspiring story of Maryland Governor's Office on Service & Volunteerism Director Van Brooks! #FeelGoodFriday



Volunteer Maryland @VolunteerMaryland
Today we're recognizing some of the incredible impact in Maryland communities by @AmeriCorps

HELPKIDS.KENNEDYKRIEGER.ORG

Once an Injured Football Star, Now a Community Leader | Kennedy Krieger Institute

GOCI Maryland @GOCIMD · Mar 12
Next: @GOCIMD Executive Director Steve McAdams presents a Governor's Citation to Bill Saunders for his outstanding work serving youth in the region. Among other philanthropic roles, Bill serves as coordinator for @ToysForTots_USA of Calvert County. #SoMdDay

Maryland GOSV @MarylandGOSV · Mar 16
Did you know national service in the United States started with a program called Civilian Conservation Corps in 1933? We learned this and more at our @AmeriCorps program Community Mediation Corps' #AmeriCorpsWeek event. #GetThingsDone



Volunteer Maryland @VolunteerMaryland
VM @AmeriCorps Member memories for a lifetime!
@GOCIMD @MarylandGOSV



FY18 Customer Service Annual Report

Governor's Coordinating Offices



GOCCP Maryland @GOCCP · Aug 15

The Governor's Office of Crime Control and Prevention is accepting applications for nearly \$3 million in grants from the STOP Violence Against Women Grant Program. More info here. goccp.maryland.gov/grants



Governor's Office of Crime Control & Prevention

Published by goccp.social@maryland.gov · August 28 at 12:53 PM ·

Handle With Care -- Program designed to help children who are exposed to violence expands throughout Maryland.

GOCCPMARYLAND.GOV

Handle With Care Program Expands Throughout Maryland - Governor's Office of Crime Control & Prevention for Maryland

Additional Counties to Join, New Website Provides Resources for Trauma-Informed Support for Maryland Children ANNAPOLIS, MD – The Governor's Office of Crime Control and Prevention (GOCCP) today announced the expansion of Handle With Care Maryland, a program designed to help



Governor's Office of Crime Control & Prevention

Published by goccp.social@maryland.gov · May 14 ·

Maryland House Detox opens today, and will be the first free-standing center specifically for medical detoxification in the state.

#ChangingMarylandfortheBetter

<https://wtop.com/.../dedicated-drug-alcohol-detox-center-ope.../>



WTOP.COM



Governor's Office of Crime Control & Prevention

Published by goccp.social@maryland.gov · April 16 ·

During last week's 2018 Maryland Crime Victims' Rights Conference, Governor Larry Hogan said his administration will continue to make victims' rights a top priority.

#2018MDCrimeVictimsRightsConference #ASaferMD

<https://www.marylandmatters.org/.../Hogan-Officials-Vow-to-Pr...>



GOCCP Maryland @GOCCP · Jul 17

We spent the afternoon with Shelly Kulp, Executive Director of CASA of Caroline County, learning about all of the terrific work being done on behalf of Maryland children. #MidShoreDay



Governor's Office of Crime Control & Prevention

Published by goccp.social@maryland.gov · May 10 ·

Today Governor Larry Hogan, Lieutenant Governor Boyd Rutherford, and GOCCP Executive Director, Glenn Fueston presented Kathleen Masterson with a citation for her tremendous work with the victims community in Howard County.

Kathleen is the Victim Assistance Section Supervisor within the Howard County Police Department. Since joining in 1999, Kathleen has successfully managed the daily operations of the Victim Assistance Section which provides crisis intervention, advocacy and support services, assistance with filing court papers, and a variety of other services.

#ChangingMarylandfortheBetter #HoCoDay #HowardCounty



Governor's Office of Crime Control & Prevention

Published by goccp.social@maryland.gov · January 18 ·

GOCCP Executive Director V. Glenn Fueston recently met with the Chicago Police Department and other law enforcement from around the nation. Chicago's use of interdepartmental collaboration and data sharing seems to be having a real impact on driving down violent crime in the city. This strategy aligns with Governor Hogan's newly formed Maryland Criminal Intelligence Network (MCIN), which focuses on identifying, disrupting, and dismantling criminal networks.

A special thanks to the OJP Bureau of Justice Assistance for the invitation and for moving this effort forward. #MCIN #ASaferMD

<http://chicago.cbslocal.com/.../police-conference-technology.../>



FY18 Customer Service Annual Report Governor's Coordinating Offices

Governor's Office of Crime Control & Prevention
Published by goccp.social@maryland.gov [?] · February 22 · 🌐

Governor Larry Hogan announces new Text to 9-1-1 system for Maryland.
#ASaferMD

<http://wjla.com/.../gov-larry-hogan-announces-new-text-to-9-1-1...>



WJLA.COM | BY ABC 7 NEWS - WJLA

Gov. Larry Hogan announces new Text to 9-1-1 system for Maryland

Maryland Governor's Office of the Deaf and Hard of Hearing ***
Published by Katie Millios [?] · April 18 · 🌐

Has artwork ever moved you? Several incredible young Deaf artists were awarded during our recent DeVIA children's art competition awards ceremony. Today, we are thrilled to honor Sarah Clark from the K-2nd grade group with the award of Honorable Mention for their amazing artwork! Stay tuned for more awardees...
#DeafArtists #DeVIA #DeafChildrenCan




Maryland Governor's Office of the Deaf and Hard of Hearing ***
Published by Katie Millios [?] · July 31 · 🌐

Yesterday, our office attended the Maryland Department of Disabilities's fantastic 28th Anniversary of the ADA event! Our very own Jacob Salem was invited to present on the importance and impact of the ADA, and were able to hear some words of support from Governor Larry Hogan on making Maryland better for people with disabilities!
#ADA #DeafCan



Maryland Governor's Office of the Deaf and Hard of Hearing ***
Published by Katie Millios [?] · May 9 · 🌐

Recently, our office welcomed the annual Maryland Early Hearing Detection and Intervention [EHDI] conference. It was a wonderful day filled with learning and collaboration between parents and professionals, all in the name of improving our support of Deaf and hard of hearing children. Speakers included: Bridgetta Bourne-Firl, longtime Marylander and expert in K-12 ASL content standards, Kori Hamilton Biagas, founder of JustEducators and presenter on culturally competent leaders, and Rachel Kolb, who presented on the keys to success and advocacy. Here are some pictures we took of the various presenters!





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Published by Kelby Brick [?] · March 9 · 🌐

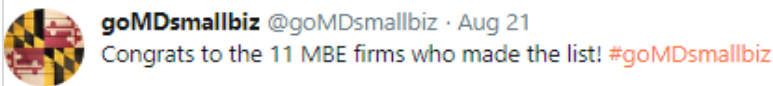
"This is a great first step in addressing this serious issue by meeting the community's specific needs through culturally and linguistically accessible services in Maryland," said Kelby Brick, Executive Director of the Governor's Office of the Deaf and Hard of Hearing.

We are grateful for the leadership and commitment of Glenn Fueston, Executive Director of the Governor's Office of Crime Control & Prevention! See http://goccp.maryland.gov/governors-office-of-crime-control... for more.

Governor Larry Hogan Announces Nearly \$40,000 in State Grants for Deaf Crime Victims
[CC available] Director Kelby Brick from the Governor's Office of the Deaf and Hard of Hearing...



FY18 Customer Service Annual Report Governor's Coordinating Offices



Maryland Commerce @MDBiz

The 2018 @inc5000 list is now available! More than 100 Maryland companies have been named among the fastest-growing in the nation. #Open4BizMD ow.ly/Secf30lqUoJ



Resource and Outreach Highlights from Governor's Coordinating Offices Websites

Governor's Coordinating Offices

<http://governor.maryland.gov/governors-coordinating-office/>

Governor's Office for Children

<http://goc.maryland.gov/>

- 24 Local Management Boards - <http://goc.maryland.gov/lmb/>
- Child Well-Being Scorecards - <http://goc.maryland.gov/reportcard/>
- Blog - <http://goc.maryland.gov/blog/>

Governor's Office of Community Initiatives

<http://goci.maryland.gov/>

- Ethnic Commissions - <http://goci.maryland.gov/ethnic-commissions/>
- Service and Volunteerism - <http://gosv.maryland.gov/>
- AmeriCorps - <http://gosv.maryland.gov/ameri-corps/>

Governor's Office of Crime Control and Prevention

<http://goccp.maryland.gov/>

- Grant Opportunities - <http://goccp.maryland.gov/grants/>
- Victims Services - <http://goccp.maryland.gov/victims/>
- Juveniles - <http://goccp.maryland.gov/juveniles/>

Governor's Office of the Deaf and Hard of Hearing

<http://odhh.maryland.gov/>

- Text-to-911 Press Release - <http://odhh.maryland.gov/press-releases/governor-larry-hogan-announces-new-text-to-9-1-1-system-for-maryland/>
- Follow Us on Facebook - <https://www.facebook.com/MDGODHH/>

Governor's Office of Performance Improvement

<http://gopi.maryland.gov/>

- Governor's Customer Service Initiative Survey Results and Heroes Awards - <http://gopi.maryland.gov/governors-customer-service-initiative/>
- Maryland Open Data Portal - <https://data.maryland.gov/>

Governor's Office of Small, Minority & Women Business Affairs

<https://goMDsmallbiz.maryland.gov/Pages/default.aspx>

- Lieutenant Governor Rutherford Celebrates 40th Anniversary of the Office on YouTube - <https://www.youtube.com/watch?v=ZBKlbOFxGiM&feature=youtu.be>
- FY19 Procurement Forecast - <https://goma.maryland.gov/Pages/Forecasting.aspx>
- Maryland Open for Business on YouTube - <https://www.youtube.com/watch?v=1Rx3bzcfrKc&t=14s>

News and Announcements

Press Release, August 3, 2018: Governor's Office for Children Participates in Roundtable for State Children's Cabinets Hosted by the Forum for Youth Investment – Maryland Youth Advisory Council Presents on Influencing Policy

Press Release, August 1, 2018: Governor's Office for Children Hosts National Governors' Association Conference – Maryland Selected as Model State for Improving Well-Being of Children and Families

Press Release, July 20, 2018: Governor Larry Hogan, Maryland State Agencies Recognized by National Governor's Association – Maryland Programs Selected As Models For Countrywide Learning Labs

Press Release, July 5, 2018: Hogan Administration Announces Nearly \$20 Million in Grants to Local Management Boards – Grants From Children's Cabinet Fund Will Provide Economic Opportunities for Maryland's Struggling Children, Youth, Families

Figure 19. Marylanders can subscribe to news and announcements from the Governor's Coordinating Offices

Contact Information

Senior Executive Director's Office

Patrick Lally

Senior Executive Director

Governor's Office for Children

Jaclin Warner Wiggins

Acting Executive Director

Governor's Office of Community Initiatives

Steven McAdams

Executive Director

Governor's Office of Crime Control and Prevention

Glenn Fueston

Executive Director

Governor's Office of the Deaf and Hard of Hearing

Kelby Brick

Director

Governor's Office of Performance Improvement

Mike Morello

Director

Governor's Office on Service and Volunteerism

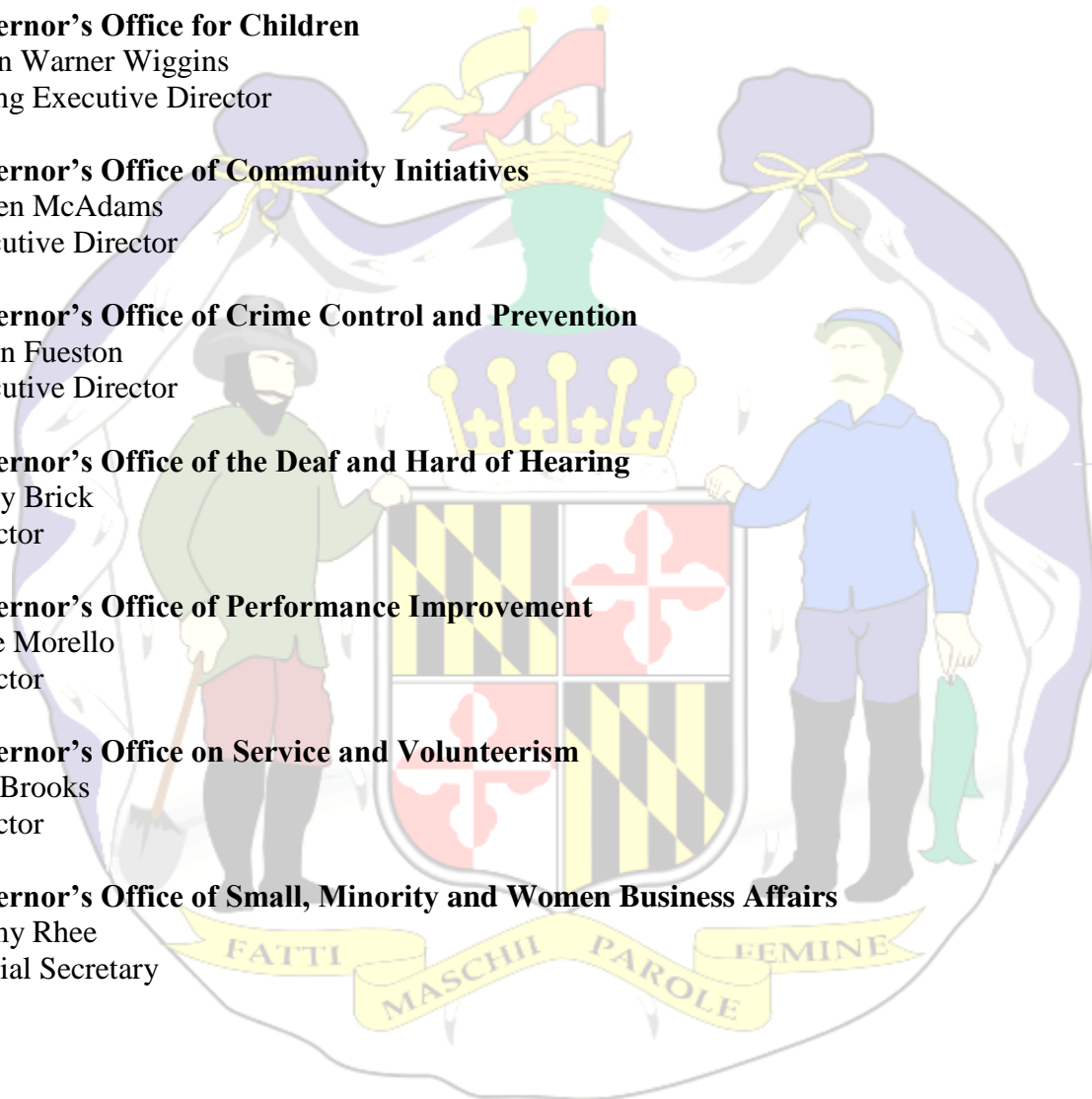
Van Brooks

Director

Governor's Office of Small, Minority and Women Business Affairs

Jimmy Rhee

Special Secretary



THE CUSTOMER SERVICE PROMISE

The State of Maryland pledges to provide constituents, businesses, customers, and stakeholders with services in the following manner:

- **Friendly and Courteous:** We will be helpful and supportive and have a positive attitude and passion for what we do.
- **Timely and Responsive:** We will be proactive, take initiative, and anticipate your needs.
- **Accurate and Consistent:** We will always aim for 100% accuracy, and be consistent in how we interpret and implement state policies and procedures.
- **Accessible and Convenient:** We will continue to simplify and improve access to information and resources.
- **Truthful and Transparent:** We will advance a culture of honesty, clarity and trust.



CHANGING
Maryland
for the Better

Larry Hogan, Governor • Boyd Rutherford, Lt. Governor

Governor's Coordinating Offices, 2018